Live Well, San Diego! SNAP Participation Grant

Update

CalFresh Technology Project

May 10, 2012

SSAB SNAP Work Group

- 7 - Implement procedures to deal with lost documents

- 33- Develop an application tracker

- 40 – Address high rate of lost documents

- 45 – Implement a case monitoring system that tracks chain of possession of documents/records so every document can be traced

- 68 – Ensure every document presented by applicant is immediately scanned into system and a receipt issued to client certifying that it has been scanned

About the Grant

- Proposal submitted June 2011

- San Diego awarded $898,913

- Funded by United States Department of Agriculture, Food and Nutrition Service

- To improve efficiency

Project Goals

- Automate the submission and tracking of documents
- Improve processing timelines for:
  - Applications
  - Annual recertifications
  - Status reports
- Reduce lost documents

Technology Solutions

Electronic Submission → *Electronic Pathway* → **Imaging System** → **Customer Relations Management (assigning/tracking work, web portal)**

- Automated imaging at point of entry
- Automated document tracking and management reporting
- Automated assigning of documents for processing
- Web portal to view case status online

Project Timelines

TECHNOLOGY SOLUTION	ESTIMATED TIMELINE
Automated Task Tracking – FRC Pilot	Summer 2012
Imaging at Point of Entry	Fall 2012
Automated Task Tracking –Expansion to ACCESS	Winter 2012
Management Reporting	Summer 2013
Online Web Portal (Online Status Check)	Fall 2013
Marketing and Training for Applicants/Recipients	Winter 2013

Project Outcomes

Decrease in:

- Document processing times

- ACCESS call volume

- ACCESS wait time

- ACCESS abandoned calls

- Lost documents

- Postage costs

Project Outcomes

Increase in:

- Online filings of:
    - Initial Applications
    - Annual Eligibility Reviews
    - Periodic Reporting
- Online self-service activity
- Customer satisfaction

Questions?